

VCCC Services HANDBOOK

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Richmond, VA

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VITA Customer Care Center Services

The VITA Customer Care Center delivers courteous, professional and timely resolutions to our customers' requests for information and telecommunications service. Every customer call is logged, prioritized, and either resolved on the initial call or dispatched to the appropriate technical resource for resolution. Ticket status is monitored throughout its life and information is available to the customer.

Hours of Operation

Telecommunications Service Desk: 8:00 a.m. to 5:00 p.m., Monday through Friday excluding state holidays.

Helpdesk Locations other than Richmond Plaza Building

Hours of operation are subject to local policies and procedures.

VCCC Richmond Plaza Building VCCC Help Desk: 24 hours a day, 7 days a week, including state holidays.

CONTACT INFORMATION

VCCC Website: <http://www.vita.virginia.gov/vccc/>

Toll Free Number: 1-866-637-8482

Local Number: (804) 786-3932

Email: vccc@vita.virginia.gov

Contacting the Richmond Plaza Building VCCC Help Desk

When contacting the Richmond Plaza Building VCCC Help Desk by phone, customers will be connected to an interactive voice response (IVR) system that will present options for service. Those options are identified and defined below.

Press 1 to be connected to a Vita Customer Care Center

The caller will be routed to the VCCC Help desk and the call will be forwarded to the first available Help desk professional. If a help desk professional is not available, the customer will be placed on hold and told how many customers are ahead of him in the queue. The caller is always given the option of leaving a voice message at any time.

Press 2 to be connected to the VITA Telecommunication Service Center
The caller is then asked to press the appropriate number relating to their request.

To request New Telecommunication Service please press 1
Customers requesting installation of a new telecommunication service via TSR process.

To follow up on an existing TSR please press 2
Customer has questions regarding a TSR, status of an order/confirmation, etc.

To request information about Telecommunication Service cost and or availability please press 3
Customer seeking price quotes for services/telecom products and/or availability of a specific item/service they want to order.

To report a problem with your Telecommunication Service or order please press 4
Customer questions generated as a result of late service installation and/or inoperative service

How to Use the VCCC

The primary goal of the VCCC is to provide consistent, best-in-class support, by managing and resolving problems efficiently; communicating effectively; and exceeding customer expectations. VCCC Help Desk services are designed to streamline the incident management and telecommunications service order process.

When a call to the VCCC is placed, a VCCC professional may ask for your customer name and identifying information (agency, Email address, last four digits of their social security number, mother's maiden name) along with a detailed description of the request or problem. The VCCC professional will log your call and attempt to resolve the issue or satisfy the request. If the issue/request cannot be resolved on the initial call, the professional will assign you a ticket number and route your request to the appropriate technical service group. Whether you contact the VCCC via email, voice mail, or the Internet to submit a request, the VCCC professional will review your request, establish a priority level, and respond to you by email or phone.

Each customer call is important to the VCCC. From answering the phone to entering information, to tracking the progress to closure, the VCCC professional is responsible for ensuring that all issues associated with a ticket are resolved and that the customer is fully satisfied with the resolution. This means that this professional will monitor the process from start to finish, even if the call is escalated to another resource. The VCCC professional will act as the customers advocate throughout the life of the ticket.

Who Can Use the VCCC

Any employee of a participating agency, locality, municipality or vendor is eligible to call. Your Agency Information Technology Resource (AITR) can verify your eligibility.

There are two special restrictions that may apply:

- In cases where the caller requests a service that requires identity validation, then the VCCC will ask for personal identifiers. If authentication fails, the request may be denied.
- If the agency has not expressly granted authority to an individual attempting to place an order for a service, the service request may be denied until proper authorization can be confirmed.

Types of Customer Requests Handled By VCCC

The customer can contact the VCCC for prompt response to virtually any type of request. Customer requests typically fall into one of three categories:

- **Service Requests**

Requests for service

ITIL defines this as: Every incident not being a failure in the IT Infrastructure.

- **Information Requests**

Requests for information or response to a general inquiry

- **Report of Outage or Technical Failure**

Help Desk Assistance for Incident Reporting

ITIL defines this as: Any event which is not part of the Standard operation of a service and which causes, or may cause, an interruption to, or a reduction in, the quality of that service.

Responsibilities of Customer

When contacting the VCCC the customer will be asked to provide his/her name and identifying information (Agency, Email address, may also be asked for the last four digits of their social security number, mother's maiden name, contact phone number(s), along with a detailed description of the request or problem, and will participate in assignment of a priority level.

- Shall follow the underlying process to make a Telecommunications Service Request (TSR):
 - a. Submit a TSR by fax to 804-371-6343 *or*
 - b. Submit the TSR online at
<http://vita.virginia.gov/misforms/forms/TSRv2.cfm>

Benefits of the VCCC Customer Support Services

COST AND TIME SAVINGS

VITA uses best-practices aligned with the Information Technology Infrastructure Library (ITIL). The ITIL-based VITA service delivery processes will reduce the frequency, duration and severity of service problems and will minimize the time and effort required of customers to make requests, report service problems, determine status of outstanding requests/incidents, and receive satisfactory response to requests for telecommunications service or reported incidents.

IMPROVED CUSTOMER SERVICE

The customer contact management system will support effective communications between the VCCC and the customer from receipt of request to closure, ensuring that vital information is distributed to the appropriate contact person in a timely manner. Standardized, industry best practice processes ensure consistent, high quality service.

MORE EFFICIENT OPERATIONS

Real time service monitoring allows the VCCC to proactively manage the environment to avoid performance degradation or outages and to verify quality and availability of services offered by VITA. Centralization of all customer information enables VITA staff to be responsive to customer needs and to deliver services designed to meet or exceed customer expectations.

VCCC Customer Service Request Process

The following table describes the steps the VITA Customer Care Center professional will take to resolve an incident or respond to a customer request for information or telecommunications service

Regional Process for Agencies using ITSM

- 1) Help Desk Professional (HDP) takes the call and records the ticket information in ITSM
- 2) HDP will provide first call resolution (FCR) if possible. (Solves the problem on the initial call).
- 3) If unable to provide FCR and the incident is an on-site location, the HDP escalates the ticket to a representative responsible for resolution in the same manner used before regionalization.
- 4) Requests that cannot be handled through FCR and are for off-site regional locations will be automatically routed to a regional Mailbox. The mailbox consists of designee(s) of the LAC or RSD, who will make the assignment to the appropriate technician using ITSM. The designee who makes the assignment is the resource to inform the VCCC about resolution progress and the point in time at which the ticket may be closed. The designee making the assignment is responsible to manage the resolution process so as to meet or exceed service agreement metrics. The Help Desk professional will close the ticket after assuring that resolution is satisfactory to the customer.
- 5) VCCC HDP remains the owner of the ticket throughout this process and serves as the advocate of the customer as defined in the VCCC's Standard Operating Procedures.

Regional Process for Agencies using a case management tool other than ITSM.

- 1) Help Desk Professional (HDP) takes the call and records the ticket information in their tool.
- 2) HDP will provide first call resolution (FCR) if possible. (Solves the problem on the initial call).
- 3) If unable to provide FCR and the incident is an on-site location, the HDP escalates the ticket to a representative responsible for resolution in the same manner used before regionalization.
- 4) Requests that cannot be handled through FCR and are for off-site regional locations will be automatically routed to a regional Mailbox. The mailbox consists of designee(s) of the LAC or RSD, who will make the assignment to the appropriate technician. The designee making the assignment is the resource to inform the VCCC about

- resolution progress and the point in time at which the ticket may be closed. The designee making the assignment is responsible to manage the resolution process so as to meet or exceed service agreement metrics. The Help Desk professional will close the ticket after Designee assigning the incident notifies them that resolution satisfactory to the customer has been achieved.
- 5) VCCC HDP remains the owner of the ticket throughout this process and serves as the advocate of the customer as defined in the VCCC's Standard Operating Procedures.

Regional Process for Agencies who do not use a case management tool.

- 1) VCCC Help Desk Professional (HDP) will use an "E-Form" to record ticket information.
- 2) HDP will provide first call resolution (FCR) if possible. (Solves the problem on the initial call).
- 3) If unable to provide FCR, the HDP escalates the "E-Form" ticket via email to a representative responsible for resolution in the same manner used before regionalization.
- 4) Requests that cannot be handled through FCR and are for off-site regional locations will be automatically routed to a regional Mailbox. The mailbox consists of designee(s) of the LAC or RSD, who will make the assignment to the appropriate technician. The designees who make the assignment are responsible to manage the resolution process so as to meet or exceed service agreement metrics and the resource to inform the VCCC about resolution progress and the point in time at which the ticket may be closed after ascertaining that the customer is satisfied with the results..

Calls made to the Central VCCC HelpDesk

- 1) Help Desk Professional (HDP) takes the call and records the ticket information in ITSM.
- 2) HDP will provide first call resolution (FCR) if possible. (Solves the problem on the initial call).
- 3) If unable to provide FCR and the incident is an on-site location, the HDP escalates the ticket to a representative responsible for resolution in the same manner used before regionalization.
- 4) Requests that cannot be handled through FCR and are for off-site regional locations will be automatically routed to a regional Mailbox.

The mailbox consists of designee(s) of the LAC or RSD, who will make the assignment to the appropriate technician using ITSM. The designees who make the assignment are the resource to inform the VCCC about resolution progress and the point in time at which the ticket may be closed. The designee making the assignment is responsible to manage the resolution process so as to meet or exceed service agreement metrics. There are two scenarios for closure: If using ITSM, the resolution provider may close the ticket after assuring that the customer is satisfied with the fix. If not using ITSM, the resolution provider must contact the VCCC by phone or email to report that resolution satisfactory to the customer has been achieved.

VCCC Operating Procedures

Setting Priority Levels

Priority levels are negotiated with customer and are based on the impact and urgency of the request. The priority level and corresponding response time specifies how quickly the VCCC will respond to the customer if the request is not resolved on the first call, and how often the VCCC professional will update the customer on his/her request.

The priority times used in the VCCC software are: Low, Medium, High, and Critical.

Description of Priority Levels

CRITICAL

This is the highest priority available, and should only be assigned for calamities involving major outages, safety and security issues, et al, as described below.

Description

An incident which satisfies any of the following criteria:

- Prevents the effective use of any major service
- Seriously affects a substantial number of computer users
- Implies a serious breach of security
- Has serious implications for the reputation of State Government
- Has immediate and potentially serious Health and Safety implications
- In the opinion of the VCCC staff, is serious and requires immediate attention

Examples

- Disrupted or restricted service Commonwealth-Wide.
- Disrupted or restricted service at an entire State Agency
- Faulty equipment poses a safety risk to employees or facilities.

HIGH

This represents a serious incident as described below.

Description

- An incident which satisfies any of the following criteria:
- Prevents the effective use of any service and affects a substantial number of computer users.
- Causes inconvenience to a substantial number of computer users
- Implies a minor breach of security
- Has possible implications for the reputation of State Government
- Has very serious implications for an individual user
- Has Health and Safety implications
- In the opinion of the VCCC staff, this priority is warranted

Examples

- Substantial numbers of employees unable to receive work-related email
- Network unavailable to a small percentage of an agency's employees
- If the standing of the customer within State Government warrants special service

MEDIUM

This represents the 'typical' problem, and should be the most frequently assigned priority.

Description

An incident which satisfies any of the following criteria:

- Prevents the use of any fully supported service by an individual
- Causes inconvenience to a number of computer users in an agency or department
- Has possible implications for the reputation of State government
- An individual user who does not know how to proceed in a fully supported application
- Has minor Health and Safety implications

Examples

- monitor out
- machine won't boot
- sound card installation required to develop classroom curriculum
- software installation when software is critical to job responsibilities
- User out of file storage
- User forgotten password
- Moderate supported software problems

LOW

This represents a minor problem.

Description

An incident which satisfies any of the following criteria:

- Causes inconvenience to an individual
- Any problem in a "limited support" category

Examples

- A user who is wants to format a Word document in a particular way, for purely aesthetic reasons
- Monitor is wavy intermittently
- Mouse is jumpy on the screen
- Request for improvement
- Request for information

Response Time

The response time is the period of time that it takes the VITA to get back with the customer to provide an update on the call ticket. Response times are only implemented when the call is not resolved via first call. Response time does not mean resolution time.

Resolution Time

The resolution time is the time it takes to solve a problem. The resolution time is different for each situation and cannot be determined until the appropriate support professional has evaluated the problem and is able to determine an approximate resolution time.

Service Level Response/Resolution Times

Response/Resolution times for all priorities will be negotiated between VITA and its customers in a formal agreement.